



Havergal COLLEGE

Preparing young women to make a difference

Office of the Principal

September 2, 2009

Mr. K. Graham
President
Lookout Management Inc.
23 Chestnut Hill
London, ON N6K 4J5

Dear Kevin,

Havergal College has benefitted in multiple ways from our work with Lookout Management in general and with you, specifically. Throughout our year-long work with you, I have felt you had the school's best interest in mind.

At Havergal, we decided to launch four surveys: 1) Current Parents, 2) Current Students, 3) Recent Alumnae and 4) Employees. The surveys are a meaningful management tool and our school will be fundamentally improved for having conducted, digested and acted upon the surveys. We are informed about our successes and our areas in need of attention.

After receiving the survey results, the administrative team made a firm and public commitment to be "transparent, not defensive". We have experienced tremendous team-building growth throughout the analysis, goal-setting and dissemination process.

Thank you for your personal guidance throughout the entire process. I am grateful for your immediate and thorough correspondence from the first proposal until the report dissemination phase.

I would be pleased to be a reference for Lookout Management at any time.

Sincerely,

Dr. Susan R. Groesbeck
Principal